



27th January 2020
Peter Burgess-Allen
Marches Energy Agency





Marches Energy Agency

(est 1997)

Independent charity supporting communities in the Midlands.

We deliver practical solutions to reduce fuel poverty and cold homes, promote energy reduction and encourage the uptake of renewable energy. Our overriding objective is to support householders.

Strong working relationships with Councils, Housing Associations, installers and other voluntary sector organisations.



Marches Energy Agency

The Local Authority Energy Partnership (LAEP) Notts. & Derbys.

LAEP & MEA : 11 years : **Climate Change Communications service:**

- **Fantastic Home** – *available for events!*
- <http://everybodys-talking.org> website
- Climate Change Action Network Newsletter



Everybody's talking about
climate change



The climate change
portal for
Nottinghamshire and
Derbyshire.

Fantastic Home Van



Marches Energy Agency

Other Activities :

‘Home Energy Check’ training for community groups

Community building energy surveys

Carbon Literacy courses - Birmingham MARCH 2020 (tbc) - register your interest!



A **FREE** telephone helpline &
home visit service
0800 677 1332

A council-backed 2 year programme funded through Energy Redress
scheme (managed by Energy Saving Trust) & LAEP





0800 112 3743



0800 043 2815

Home Energy Advice Tamworth



0800 677 1785



0800 677 1332



0800 677 1952



0800 193 1902

marches
energy agency



Call us today for free & impartial energy advice

Working together for energy efficient homes

www.mea.org.uk



advice@mea.org.uk



Is your home cold?
Do you struggle with
your energy bills?

Stay warm
at home

For impartial advice on
energy efficiency,
contact our FREE helpline

0800 677 1332

or email us
wdd@mea.org.uk

Afford your
energy bills

Upgrade
your heating
system

Insulate
your home
& find other ways
to keep it warm

Access
grants and
financial
assistance



Warmer Derby & Derbyshire is run by Marches Energy Agency in partnership with ten local authorities in the area.
Marches Energy Agency is a registered charity (A1070942) and a company limited by guarantee (A1445349).

Wear
several thin
layers
rather than one
thick layer.

Close your
curtains at dusk
to keep the warmth in.
Tuck them behind
radiators and close
doors.

Top tips to

**KEEP WARM,
STAY HEALTHY,
SAVE MONEY**

Check on
your neighbours
and friends
Are they warm
enough? Ask them to
call us if they are
struggling.

Stay active
Get up and walk
around regularly or
move your limbs
whilst sitting.

Have hot
drinks
and hot meals
throughout
the day.

Heat
your home
to between
18°C and 21°C
when you're in
during the day.

Deal with
draughts
There are cheap DIY
draught proofing
products available to
keep you cosy.

Call our FREE helpline for more advice
0800 677 1332

We can give you this information in any other way, style or language that will help you access it.
Please contact us on: 01332 293111. Minicom: 01332 640666

Warmer Derby & Derbyshire



Residents can speak to an experienced energy advisor :

- *qualified (C&G Level 3 Energy Awareness)*
- *independent*

Unscripted advice on :

- Fuel debt
- Energy bill concerns
- Tariff switching
- Warm Homes Discount
- Priority Services Register
- Behavioural change around heating controls
- Damp
- Healthy Indoor temperatures.

Fuel poverty – the scale of the problem

| LA Name | Estimated number of households | Estimated number of fuel poor households | Proportion of households fuel poor (%) |
|-----------------------|--------------------------------|--|--|
| Amber Valley | 54,112 | 6,731 | 12.4 |
| Bolsover | 33,735 | 3,948 | 11.7 |
| Chesterfield | 48,141 | 5,728 | 11.9 |
| Derby | 105,205 | 13,836 | 13.2 |
| Derbyshire Dales | 31,687 | 3,464 | 10.9 |
| Erewash | 50,108 | 6,180 | 12.3 |
| High Peak | 40,093 | 4,239 | 10.6 |
| North East Derbyshire | 44,352 | 5,055 | 11.4 |
| South Derbyshire | 40,102 | 4,225 | 10.5 |

c. 53,400 households in Derby & Derbyshire are in FP

- 400 pa reached through an existing healthy housing project
- *What about the 53,000 others?*

England average :11.1% households in FP

Evidence of Fuel Poverty to look out for:



House Condition

- ▶ The home is cold/draughty
- ▶ Smell of damp
- ▶ No visible form of heating
- ▶ Only one room is heated
- ▶ Ventilators are blocked up or covered
- ▶ Your patient/client wears lots of clothes indoors
- ▶ The curtains are closed in the day to conserve heat
- ▶ Signs of damp/condensation on the windowsills
- ▶ Mould and damp on walls, ceilings etc.



Warmer Derby & Derbyshire



31st March 2019 – 31st Jan 2020:

350 Phoneline enquiries handled

65 Home visits completed

But behind the target numbers....

Case Study – Home Visit

- Householder had downsized but finding her new home was hard to heat
- We arranged a home visit during which we switched her supplier there and then saving £271/year.
- We also arranged paper bills, rather than email ones, at no extra cost.
- We also installed some low cost energy efficiency measures – LEDs and draught proofing.
- We told her about the PSR and WHD.



Case Study – multiple issues

- Householder - rheumatoid arthritis and broken gas boiler
- We offered to refer him for a boiler funded by local scheme but he didn't decide on this immediately. So we,
- Switched supplier - estimated saving of £150/year.
- Left a meter cupboard key and submitted meter readings
- Identified that he shouldn't be on Economy 7 meter so checked and confirmed that despite having this meter he is on a single-rate tariff.
- Discussed best use of heating controls - room thermostat and Thermostatic Radiator Valves.

I'm happy about this! I feel you've given me a real lift. I feel like I can now move on to perhaps start tackling other things now, too.'



Case Study – Self Funded Loft Insulation

Mr A called us.

- He had some loft insulation, but wanted a top up.
- After checking his circumstances, we found he wasn't eligible for any funding.
- He said he wanted to self-fund it and we were able to pass him on to local installers working with the Council.





Case Study – Boiler Replacement

- A couple in their 70s living in a home with a 17 year old boiler, which had broken.
- We referred them onto a local Emergency Central Heating Offer for a free replacement boiler.

Summary

- **Cold Homes have a negative impact on thousands of households locally.**
- Many of those who are affected may already be using your services in some way. We can offer you and your service users a pathway to help address their health and housing needs.
- We would also welcome the opportunity to refer others to you, especially if they need help with benefits checks or accessing additional support for home improvements.

Thank you

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